



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

US Xchange of Illinois, L.L.C.
d/b/a One Communications II
for Filing Period 7/1/2008 to 9/30/2008
Tracking Number 2441

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.40	1.50	1.50	1.47
B. Operator Answer Time - Information Section 730.510(a)(1)	6.10	6.22	5.89	6.07
C. Repair Office Answer Time Section 730.510(b)(1)	230.00 *	191.00 *	172.00 *	197.67 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	230.00 *	191.00 *	172.00 *	197.67 *
E. Percent of Service Installations Section 730.540(a)	93.00 %	100.00 %	100.00 %	98.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	36.73% *	42.86% *	55.10% *	45.11% *
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.86	0.52	0.72	0.70
H. Percent Repeat Trouble Reports Section 730.545(c)	7.50 %	10.70 %	10.10 %	9.20 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$1,078.77	\$375.74	\$619.68	\$2,074.19
B. Number of credits issued for repairs - 24-48 hours	7	6	8	21
C. Number of credits issued for repairs - 48-72 hours	3	2	4	9
D. Number of credits issued for repairs - 72-96 hours	7	5	1	13
E. Number of credits issued for repairs - 96-120 hours	2	4	3	9
F. Number of credits issued for repairs > 120 hours	5	2	5	12
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	1	0	0	1
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

"Percent of service installations" does not account for customer requested delays. "Number of installations after X business days" is based on days from loop delivery from ILEC.